TeamPraxis®

"The primary benefit is peace of mind. If a critical server goes down we can bring it up within half an hour, versus six hours using the conventional image-restore. At a cost of $10,000 per hour of downtime, that's a huge savings."

— Jay Palompo, Senior Director, Managed Services

Business Profile

Company Name:
TeamPraxis, LLC

Headquarters:
Honolulu, Hawaii, USA

Industry:
IT (healthcare)

Business Environment:
- Founded: 1992
- Provides healthcare IT solutions
- Serves 1,000 healthcare providers
- Employees: 144

Implementation Team:
TeamPraxis and Vision Solutions

Critical Issue

About 1,000 healthcare providers depend on TeamPraxis' systems to process claims; add, update and access electronic health records; and manage their practices. If the company's systems were down these processes would have to be performed manually, and some couldn't be performed at all, which would be, to say the least, costly and cumbersome. Consequently, TeamPraxis needs a reliable, robust solution that protects the availability of its data and applications, no matter what.

Results

- Protects all data in near real-time.
- Recovery in less than 30 minutes versus six hours using image restores.
- Reduces downtime costs by $55,000 per incident.
- Easy to use and manage.
- Provides peace of mind.

Technologies

Software:
- Double-Take Availability
- Windows Server 2003
- SQL Server 2005

Hardware:
- 3 x IBM x3650 M2 servers (primary)
- 3 virtual machines (backup)

Business Challenge

People often say, "nothing is more important than your health." They're right. But protecting people's health requires more than stethoscopes, scalpels, thermometers and the like. It also involves a lot of information that must be recorded, stored, managed and shared with healthcare professionals who need it.

Today, healthcare data—be that patient records, insurance claims or anything else—is increasingly stored electronically. Compared to paper-based records, this can reduce costs, make data more accessible to authorized healthcare workers and speed the flow of information, but it also means that if the systems are down or the data is destroyed, patients and healthcare workers may be kept waiting.

TeamPraxis, a leading provider of healthcare IT services in Hawaii, has three servers running Microsoft SQL Server that are crucial to its operations. If any of them were unavailable, all processing on the company's enterprise applications would stop. The resulting downtime would cost about $10,000 per hour.

Yet, servers sometimes fail and disks sometimes crash. When that happens, TeamPraxis needs a way to get its applications up and running and make its data available in minutes, not the hours that would be required when using traditional backup and recovery techniques.

TeamPraxis®

Solution

TeamPraxis recently implemented the comprehensive high availability (HA) solution it needed: Double-Take Availability. But the path it took to get there actually started several years ago when the current system administrator, Damon Young, saw a demo of Double-Take Availability protecting Microsoft Exchange. As part of that demo, the presenter pulled the plug on the primary server. Double-Take Availability's failover processes immediately kicked in and the presenter continued working with his email. Damon was sold.

At that time, TeamPraxis outsourced its server hosting to a vendor that assumed responsibility for ensuring availability. That changed when the company brought operations in-house. Thanks to that demonstration several years ago, Double-Take Availability was the only HA solution the company considered for this environment.

Even so, some people at TeamPraxis were skeptical about Double-Take Availability's ability fulfill its HA promises. However, as Jay Palompo, senior director of managed services, recounted, "We brought it in-house and demonstrated it. People's response was, WOW!"

Now, Double-Take Availability ensures the availability of TeamPraxis' three critical servers by replicating the data on them in real-time to backup servers running on virtual machines. If any of the primary servers become unavailable for any reason, the backup servers stand ready to assume the production role quickly, with no loss of data.
In tests, TeamPraxis found that a full failover could be completed in 20 to 30 minutes. This compares to the approximately six hours that it used to take to recover operations from a backup image of the server. Because downtime costs the company about $10,000 per hour, reducing recovery times by five and a half hours saves it roughly $55,000 per downtime incident.

TeamPraxis has also used Double-Take Move, which further served to prove the capabilities of Double-Take Availability. Double-Take Move and Availability provide nearly identical functionality, but Double-Take Move is licensed for six months, typically to facilitate server migrations.

When TeamPraxis needed to upgrade its servers, it used Double-Take Move to replicate the old server onto the new one. Double-Take Move then kept the old and new servers synchronized until the migration was complete and the new server was fully tested. Operations continued on the old server until the switchover occurred, thereby avoiding the downtime that would otherwise have been necessary during the upgrade.

Palompo reports that installation was fast and easy. "You install it on the source and target systems, point them at each other, and indicate one as the target. There was no reboot involved so we had it implemented and running on our three primary and backup servers in a couple of hours."

VISION® SOLUTIONS

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Double-Take® AVAILABILITY™